

**MEMPHIS TGA**  
**QUALITY MANAGEMENT COMMITTEE**  
**May 4, 2017**  
**Red Cross**

Meeting was called to order at 11:35 a.m. Quorum was established.

**Members Present:** Chuck Kolesar, Jennifer Pepper, Sylvia Hobbs, Mardrey Wade, Kenneth Lewis, Parrish Oglesby, Jimmie Samuels, Lauren Ellis Robinson, Venus Jordan, Lisa Brisendine, Ace Brooks, Clarence Davis, Ashley Artison, Trina Morgan, Frederick Linsey, Lauren McCann, Jamie Russell-Bell, Marquette Beechem, Maria Sutton, Steve Overman, Gwen Bankhead, Rowland Yancey, Tomekicia Wren, Melissa Farrar, Christopher Mathews, Rashida Patterson, Marilyn Burress, Ellyn Daniel, Julia Cole, Jackie Sawyer

**I. Welcome and Introductions**

- Chuck Kolesar welcomed everyone to the meeting and everyone participated in introduction.

**II. Review of February 2, 2017 Meeting Minutes - Committee**

- Minutes were reviewed and approved after correction was made: Location of February's meeting at Red Cross.

**III. Update on Part B Activities - Maria Sutton**

- Ms Ucheokeke is the new Public Health 2 Nursing Consultant
- The Medical Case Manager Manual is being updated and should be completed within the next few weeks.
- Maria is making a few changes to the State Quality Management Plan and copies will be submitted soon.

**IV. Update on Part D Activities – Lauren Robinson**

- Roland Yancy is the new Evaluation Coordinator.
- Elizabeth Brooks is the new Social Work Specialist.
- 42% of 47% clients were suppressed
- Staff is working on cleaning up data
- The Part D Consumer Meeting will be May 16<sup>th</sup>, 8:30 am at Hope House

## **V. Performance Measures – Steve Overman**

- 2016-17 Threshold measures were on target and some sub-recipients exceeded their required measures. GY 2017-18 thresholds will begin May 1<sup>st</sup>. Copies of the performance measures were distributed.

## **VI. Review of NQC’s Organizational Assessment – Chuck Kolesar**

- Chuck reviewed the results of The NQC Assessment, scored from 1-5 (1=Needs Work, 3=Meets Expectations and 5=Exceeds. The results are as follows:
  - Quality Management Infrastructure – 5
  - Quality Management Plan – 5
  - Engaged in QM training – 4
  - Use of Data by Recipient for Improvement – 5
  - Use of Data by Sub-Recipients for Improvement – 3
  - Improvement Methodology (PDSA, etc.) – 4
  - Consumer Involvement in TGA – 4
  - Evaluation of QM program annually – 1
  - Use of data to address Disparities in Care - 3
- **“RN Visit Model To Improve Retention” (TN Regional Group Project)**  
Trina Morgan and Melanie Bradley of Regional One presented a presentation on their special project “RN Visit Model to Improve Retention”. This program was developed in December to help decrease waiting time for clients to see a physician for lab results. Clients can now come in before their nurse visit to get lab drawn/results, blood pressure or any abnormal lab results. Their patience’s have increased from 8 to 139. The program is going well! They received great feedback from clients:
  - Love it! I get my results and leave
  - Thanks for listening
  - This was the quickest visit I’ve ever had
  - Excellent idea; thanks for thinking of us

## **VII. Training on Consumers in Quality – Ace Brooks and Jimmie Samuels**

- Ace Brooks, Jimmie Samuels and Chuck Kolesar attended the NQC Trainer of Consumers Plus in San Diego, CA. The training was geared to help empower consumers get involve with Ryan White, learning objectives, understanding percentage/ratio and the definition/concept of data, quantitative and quality. Ace and Jimmie shared what they learned and did an exercise with the group. They divided members into several groups and they were given several colors of Starburst. Each group had to describe the quantitative and quality of the starburst.

### **VIII. 2017 Ryan White Quality Improvement Awards:**

Chuck presented two awards:

- Quality Improvement Champion Team was presented to Dr. Clarence Davis
- Best Quality Improvement Team was presented to Regional I

### **XI. Announcement**

- Next QM Committee Meeting: August 3, 2017, Red Cross
- Next TN Regional Group: Conference call, June 16<sup>th</sup>, 10:00am
- Support Group, Tuesdays at 1<sup>st</sup> Congo Church, 1000 S. Cooper  
5 – 6:30pm. Contact Person: Ace Brooks @ 410-0305